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Government  
Publications

## Consumer Services Bureaus

If you're looking for consumer advice with a particular problem you're having with a product, a service or a company, contact the Consumer Services Bureau closest to you. One phone call may provide the answers you need, or you can arrange an appointment with an officer to discuss a problem face to face.

Consumer Services Bureaus are located in:

**Toronto**  
2nd Floor,  
555 Yonge St.,  
Toronto, Ontario  
M7A 2H6  
(416) 326-8600

**London**  
P.O. Box 5600,  
Postal Station "A",  
Main Floor,  
80 Dundas St.,  
London, Ontario  
N6A 2P3  
(519) 675-7605

**Windsor**  
Suite 627,  
250 Windsor Ave.,  
Windsor, Ontario  
N9A 6V9  
(519) 973-1484

**Thunder Bay**  
P.O. Box 4600  
189 Red River Rd.,  
Thunder Bay, Ontario  
P7B 6L8  
(807) see listing

**Ottawa**  
2nd Floor,  
10 Rideau St.,  
Ottawa, Ontario  
K1N 9J1  
(613) 787-4048

**Hamilton**  
P.O. Box 2112,  
5th Floor,  
Ont. Govt. Building,  
119 King St. W.,  
Hamilton, Ontario  
L8N 3Z9  
(416) 521-7554

**Sudbury**  
5th Floor  
199 Larch St.,  
Sudbury, Ontario  
P3E 5P9  
(705) 675-4378

**Peterborough**  
139 George St. N.,  
Peterborough, Ontario  
K9J 3G6  
(705) 743-8728

# A consumer gold mine



Ministry of  
Consumer and  
Commercial  
Relations

Ontario

Consumer Information Centre  
Ministry of Consumer and Commercial Relations

555 Yonge St.

TORONTO, Ontario

M7A 2H6

Place  
stamp  
here

## A consumer gold mine!

Ontario's Ministry of Consumer and Commercial Relations is a gold mine of information, available free of charge to consumers across the province.

A wide range of topics is covered, from specific legislation that may affect your buying habits every day, such as the Business Practices Act; to issues that come up only once in a while, like how to deal with a contractor when doing home renovations.

Everything is explained in plain, easy-to-understand language and is presented in a straightforward brochure format. If you have a question that isn't answered in the brochure, there is always a toll-free number to call for more information.

Brochures currently available include:

- (1) A business guide to the Business Practices Act
- (2) A consumer's guide to collection agencies
- (3) A guide to the Consumer Protection Act
- (4) A guide to ministry services\*
- (5) A practical guide to condominium living
- (6) A practical guide to home repairs
- (7) Buying a car
- (8) Changing your name in Ontario
- (9) Consumer's guide to the Business Practices Act
- (10) Consumer Reporting Act
- (11) Elevator safety
- (12) Facts about credit and you\*
- (13) Facts about franchising
- (14) How to buy a house\*
- (15) Home heating safety\*

- (16) Living safely with propane appliances
- (17) Car repair: promise and performance\*
- (18) Phoney charities
- (19) Portable gasoline containers
- (20) Refunds and exchanges\*
- (21) Registering a business name in Ontario\*
- (22) Residential driveway paving
- (23) Film and video classification system
- (24) The Ontario Motor Vehicle Arbitration Plan
- (25) What you should know about long-lease campsites
- (26) Travel tips\*

All titles are currently available in English and French.

\* Titles marked with an asterisk (\*) are also available in Chinese, Greek, Italian, Portuguese and Spanish.

To receive your free brochures, please circle the number corresponding to the title in the above list on the attached coupon, and indicate the available language you prefer. Print your name and address clearly on the coupon and mail to the Consumer Information Centre. Please allow four to six weeks for delivery. Thank you.



I would like to receive the brochures indicated below. The brochures should be mailed to:

(1)	(2)	(3)	(4)	(5)	Name: _____
(6)	(7)	(8)	(9)	(10)	Address: _____
(11)	(12)	(13)	(14)	(15)	City: _____
(16)	(17)	(18)	(19)	(20)	Province: _____
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The language I would like to receive these brochures in is: \_\_\_\_\_